

**Instructions for Health Plans Not Currently Participating in HFP
Plan Descriptions, Comparative Charts and the Language Grid**

PLAN DESCRIPTIONS

Please complete the attached Plan Description. The Plan Description should be consistent with the following:

1. Plan Description Length and Typeface

Plan descriptions must be limited to no more than 310 words. Descriptions that are too long will be revised. The font and font size can be no smaller than Times 10 point.

Plans will have the opportunity to review the revised information and layout in the HFP Handbook before the final production. Please note that new changes will not be accepted during this review.

2. Plan logo, toll-free numbers, and language capabilities

- a. Plan logo should appear in the designated 1" x 2 ¾" space on the page.
- b. Plan's toll-free phone number should appear under the logo. All toll-free numbers for each service area or different services should be included if applicable.
- c. Phone hours.
- d. Language capabilities.

LOGO

1-800-111-2222
Call 7am to 7pm
English and Spanish

3. Text to be included

- a. Why choose your plan:
Plan may include comments regarding quality assurance and/or accreditations received.
- b. How your plan works:
Plans should provide a clear and concise description for this section. This should be the longest section.
- c. How to choose:
This section should be brief.

COMPARATIVE CHARTS AND LANGUAGE GRID

Attached are copies of the comparative chart and the language grid from the 2004-05 HFP Handbook. Please complete the attached Comparative Chart and Language Grid.

Program Description

PLAN LOGO

Toll Free Telephone Number
Customer Service Hours
Language Capabilities

Why choose Insert Plan Name

How The Plan Works

How to Choose

Comparative Chart

Answers To Commonly Asked Questions About Health Plans

Are all members required to have a primary care physician (PCP)?	
Should a member get a referral from a PCP before going to a specialist?	
How many times can members change their PCP in one benefit year?	
Does the plan offer a prescription drug mail-in program?	
Does the plan ask members to substitute generic for brand name drugs, except when medically necessary?	
Does the plan provide the following optional benefits:	
Biofeedback	
Acupuncture	
Chiropractic	
More than 20 outpatient alcohol and drug visits per benefit year	
Elective abortions	
Health Plan Statistics:	
Total number of CA members**	
What types of specialists are offered as PCPs in this plan?	
General Practice	
Family Practice	
Pediatrician	
OB/GYN	
Internal Medicine	
Other:	
Quality Accreditations (NCQA/JCAHO)?	
Type of Accreditation	
Does the plan require its members to use Binding Arbitration to resolve disputes?***	

** This number represents the insurance plan's membership as of January 1, 2005.

*** To get additional information about each insurance plan's dispute resolution provision, call the plan or refer to the plan's Disclosure Form and Evidence of Coverage booklet, which is available upon request from each health plan.

Language Grid

The following chart shows which plans have made written materials available in different languages.

Plan Name	Evidence of Coverage	Member Handbook and Welcome Letters	Newsletters and Brochures	Medical Care Reminders
Plan 1	Spanish, Chinese	Spanish, Chinese	Spanish, Chinese, Vietnamese	Spanish, Chinese, Vietnamese
Plan 2	Spanish, Korean, Chinese	Spanish, Korean, Chinese	Spanish, Korean, Chinese	Spanish, Korean, Chinese
Your Plan				